

MTAC Minutes

Department of Medical Assistance Services

Wednesday, April 19, 2006

Chair: Bryan Tomlinson, Director, DMAS Div. of Health Care Services
Staff: Eileen Jackson, DMAS Transportation Field Monitor
Bob Knox, DMAS Transportation Manager
Bill Zieser, DMAS Transportation Contract Monitor

Members Attending:

Dennis Brown, Fairfax-Falls Church CSB for VACSB
Sid Del Cardayre, Van Go, Inc.
Sharon Davis, Community Medical Transport
Mark Edquid, Parham Health Care and Rehabilitation
Jennifer Fidura, VA Network of Private Providers
Hobart Harvey, Virginia Health Care Association
Eddie Jones, Appalachian Agency for Senior Citizens *(via conference call)*
Elizabeth Kaeser, Loudoun Long Term Care Center *(via conference call)*
Tammy Loney, Friends Medical Transport
Buddy Scherer, GRTC
Freda Smith, LogistiCare, Director of VA Operations
Catherine Tyler-Northan, Peninsula Center for Independent Living *(via conference call)*
Mike Wampler, Mountain Empire Older Citizens *(via conference call)*
Robbie Werth, Diamond Transportation

Members Absent:

Marge Sidebottom, UVA Health System
Jacqueline Taylor, James E. Fleming Taxi Service
Jadonna Tirado, Riverside Dialysis Facility

Visitors:

LogistiCare staff: Greg Birge, David Clark, Mavis Cowan, Tom Lawson, Greg Forgey,
Providers and others: Kristen Cooper, VOPA; Ron Bellow, Ken Horton, Kimberlee
MacMatthews

Introductions of Members and Visitors

Bryan Tomlinson, Division Director of Health Care Services, called the Medicaid Transportation Advisory Committee (MTAC) to order at 1:10 p.m. Members and visitors introduced themselves

Discussion: Medical Transportation Workgroups

Bryan Tomlinson introduced a discussion continued from the December 2005 meeting on the future tasks of MTAC, suggesting a focus on broad issues affecting recipients, providers, or service providers and facilities. Workgroups would define and analyze broad issues affecting the

non-emergency transportation program and prepare recommendations for consideration by MTAC.

Ms. Northan suggested that a range of issues and recommendations were included in “LINKS,” a report on a consumer-directed, computerized database, information, collection and dissemination program on transportation for people with disabilities in Virginia. The project was conducted by Insight Enterprises, Inc., the Peninsula Center for Independent Living, and funded by the Virginia Board for people with Disabilities. The executive summary is attached to these minutes and the full report is available at <http://www.vaboard.org/granthighlights.htm>.

Mr. Werth suggested that there was still a need to reduce recipient no-shows, which the MTAC worked on in 2003. Transportation providers are not paid if the recipient refuses the scheduled transport or cannot be found when the provider arrives. Mr. Del Cardayre stated that up to 3% of his trips resulted in recipient no-shows. Ms. MacMatthews reported a similar level of no-shows. LogistiCare was asked to report on no-shows at the next MTAC meeting.

Information: Freda Smith and LogistiCare staff

Ms. Smith reported on an initiative to increase the use of fixed-route public transportation by recipients who live near bus routes. Initial efforts are taking place with GRTC, the Richmond public transit system. A volunteer driver program is being developed in Tidewater as a complementary service.

Ms. Cowan described the driver training program required under the new brokerage contract. Driver training is provided on defensive driving, first aid, and passenger assistance, wheelchair securement and other topics.

Call Center staff must be familiar with a variety of Medicaid regulations and guidelines in order to do their job. Ms. Smith provided a true-false test with a sample of questions that are regularly distributed to customer service representatives to answer. Called “Did You Know?” the questions help CSR’s respond quickly and accurately to callers.

Information: DMAS Updates

Governor Kaine reappointed DMAS Director Patrick Finnerty and Chief Deputy Cindi Jones. DMAS also has new Directors in the Division of Long-Term Care, Information Management, Appeals and Program Integrity. Scott Crawford is the new Deputy Director for Finance and Administration.

Other:

A letter was received from a concerned provider regarding taxicabs operating in northern Virginias without proper operating authority.

The meeting adjourned at 2:45 p.m.

Next Meeting Date: June 21, 2006